



Customer Care Facts

Connecting you to the latest information from the Federal Technology Service
(FTS) in the Heartland Region

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Welcome to the FTS, Heartland Region's, new **Customer Care Facts**. This document is designed to communicate with you, our valued customer.

Update on Business Process Changes in the FTS Heartland Region

Many of you may be aware, through recent press articles, that FTS has had an ongoing audit of various Client Support Centers. In the most recent press reports, it was noted that Kansas City had some irregularities found in our audit that we are working hard to correct. We have recently changed business processes to strengthen the accountability of our organization and our Information Technology (IT) Fund, a fund we receive Executive Agency authority from the Office of Management and Budget (OMB). The IT Fund is a specific fund for IT products and services only.

These changes in business practices are a result of our periodic internal business process review, in which FTS requested an audit of all of the Client Support Centers nationwide, including Region 6 (Kansas City) and the European Client Support Center headquartered in Kansas City. During the Region 6 review, as well as with other FTS regions, there were several issues raised that we are working to correct to ensure our customers receive best value. One of the issues was a large number of "client directed" sole sourcing, which we have committed to both GSA and OMB that we are taking steps to reduce. The second major issue was the use of GSA's IT Fund for non-IT items. Projects we have accepted that are "non-IT services" must be moved out of the IT fund. Services and products related to, but not defined as IT, may be available through our new business line, Assisted Professional Services. This new business line uses a different fund, a General Supply Fund, which allows us more flexibility in making "non-IT" purchases through the GSA, Federal Supply Service (FSS) Schedules that provide Engineering, Management and Business Improvement and Logistical support. The services listed on these FSS schedules are deemed to be commercial items and services, are not unique and should have adequate competition. Therefore tasks awarded originally on a sole-source basis will need to be competed. A procedure is in place for re-competing tasks and moving projects to the correct fund.

GSA is taking corrective measures to ensure that we continue to provide best value to you, our customer, and the U.S. taxpayers through more effective contract integrity and management and improved oversight and internal controls. Our recent changes to business processes ensure compliance with §803 of the Defense Authorization Act of 2003.

We know the changes in our business process have presented challenges to you, as well as our agency, and we appreciate your patience and support.

GSA Heartland Region—Kansas City
866-GSA-CARE (866-472-2273)
r6.gsa.gov/fts

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